Citizen Self Service Portal
Guide to Online Permits

The City has transitioned to a new online permit system. Citizen Self Service (CSS) is a web portal offering contractors a convenient way of conducting business from their computers and mobile devices. Features of this new system include:

- **Permit Applications**
  Any licensed contractor with an account may apply for, pay fees and be issued limited types of building, plumbing, electrical, mechanical and fire protection permits.

- **Permit Status & Plan Review Comments**
  Check plan review and application status for building permits and review comments.

- **Inspection Requests & Status**
  Inspections may be requested online, providing both the City and customer with a record of the request. Customers can review the status of scheduled and completed inspections in real time.

- **Payments**
  Pay re-inspection and permit fees.

More online options will be added as they become available. *This service is only available for permits issued after October 1, 2018.* There is no fee for this service.

Registration is not required to search the site, but accessible information is limited. Individuals with registered accounts have expanded access to conduct business as necessary to their trade or profession.

**CONTACT US**

If you have any questions or need assistance with CSS, please call the Building & Fire Safety Division at (407) 571-8433.
# TABLE OF CONTENTS

Account Set Up .................................................................................................................................................... 3  
Logging In ................................................................................................................................................................ 5  
Dashboard > My Permits ........................................................................................................................................ 6  
  View My Permits ................................................................................................................................................ 6  
  Applying for a Permit ........................................................................................................................................... 6  
Dashboard > My Inspections .................................................................................................................................... 10  
  Requesting an Inspection .................................................................................................................................... 10  
Dashboard > My Invoices ....................................................................................................................................... 12  
  Paying an Invoice ................................................................................................................................................ 12  
  Paying Fees From a Permit .................................................................................................................................... 13  
  Viewing Invoices ................................................................................................................................................. 14  
View ........................................................................................................................................................................... 14  
Help .......................................................................................................................................................................... 14  
Map ............................................................................................................................................................................. 15  
Search ........................................................................................................................................................................ 16
ACCOUNT SET UP

1. Select “Sign Up.”

2. Enter your email address and click “Next.”

   ![Citizen Self Service Portal]

   **ATTENTION:** When you create your account, you must use the email address you currently use to receive inspection reports and invoices.

3. Click the “Confirm” link in your confirmation email. This will take you back to your account set up. Check your spam folder if you do not see the email in your inbox.

4. Click “Register” to continue.
5. Enter Personal Info, Password and Address then click “Submit.” You will receive an email indicating your registration has been received and approved.

**NOTE:** Leave “Billing” as the default address type if this is where you want correspondence sent.
LOGGING IN

1. After account set up, you’ll be directed to log in. Enter your email and password and click “Log In.”

**NOTE:** If you forget your password, click “Forgot your password?” and enter your email address. You’ll receive a confirmation email with a reset link.
DASHBOARD > MY PERMITS

The CSS dashboard allows access information on permits, plans, inspections and invoices. Clicking the circles or View My Permits provides detailed permit lists which are organized by number, project, address, type and status.

View My Permits

Lists can be filtered and sorted by changing the fields above the headings. To find a specific item, use the search bar to enter a specific number, project or address.

Applying for a Permit

1. Click “Apply” from the top navigation bar and select a listed permit. To view all permits, click “All” at the bottom of the list. Click “Apply” to start the application process.
2. Location—Click the “Add Location”, select address or parcel and enter the address or parcel information and click the magnifying glass. Find the desired location and click “Add.” Best practice is to search before entering addresses manually.

3. Type—Select Permit Type from the dropdown menu, enter the Valuation and click “Next.”

4. Contacts—The registrant’s contact information defaults to the first contact card listed. To add more contacts, click “Add Contact.” Choose type from the dropdown box. In the search box, type in name, email or company name and click the magnifying glass to search for an existing contact. Click “Add” to add the contact to the application. If contact does not exist, click Enter Manually, fill in the required fields and click “Submit.”

5. More Info—Fields are customized by the system administrator. Complete fields and click “Next.”
6. Attachments—Upload any necessary document(s) by clicking on Add Attachment. Click “Next.”

ATTACHMENTS

Supported file types include: pdf, jpg, png, jpeg, gif, tiff, doc, docx, xlsx, text, dwg, zip, csv, rtf, dxf, dwf, dwfx

ATTACHMENTS

Uploaded via CSS

File Name: Copy of automation list.xlsx
File Size: 23.76 KB

Remove

ATTACHMENTS

Attachment 1
Copy of automation list.xlsx

7. Click “Save Draft” to complete the application at a later time or “Save” to submit.
8. A permit number is generated, however, the permit is officially issued once the permit is paid. Click "Pay Now" and then "Check Out."

![Permit Details](image1)

9. Enter your payment information then click "Make Payment."

![Shopping Cart](image2)

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- 9 -
DASHBOARD > MY INSPECTIONS

The CSS dashboard allows access information on permits, plans, inspections and invoices. Clicking the circles or View My Inspections provides detailed inspections lists which are organized by number, type, address and status.

Requesting an Inspection

1. From the Dashboard, find the permit which needs an inspections and click on the Permit Number.
2. The Permit case will open. Click on the “Inspections” button. A list of Remaining Inspections is at the bottom of the page.

Click in the box under Action of the Inspection you would like to request. (If fees are unpaid, the action boxes will not show.) Click “Request Inspection.”

3. The Request Inspections screen will open. Choose a requested date for the inspection by clicking on the calendar to the right of the Requested Date field.

4. Fill in comments about the requested inspection in the Comments box.

5. Enter contact name, phone and click “Submit.”

6. The inspection information and a green check will pop up in a Requested Inspections screen if it is successfully requested. Navigate back to the Permit Details screen. The inspection will now be listed under Existing Inspections in the full list of inspections.
The CSS dashboard allows access information on permits, plans, inspections and invoices. Clicking the circles or View My Invoices provides detailed invoice list which is organized by number, date, status, case number and address.

Invoices can be sorted by paid, voided or unpaid. The shopping cart allows CSS users to view, add, pay, or remove invoices and displays single or multiple cases associated with each invoice.

Paying an Invoice

1. Select an invoice from the list and click “Add to Cart.”
2. From the shopping cart, you can pay all invoices at once or individually. Select “Remove” to delete any invoice.
3. Select “Check Out” when ready to make a payment.
4. Enter payment and click “Make Payment.”

**IMPORTANT:** You must select Continue to site in order for your payment to be made to your account. Confirmation screen from Payment. Once completed, you will see a Thank You! message.

**Paying Fees From a Permit**

To pay fees on a permit, the City’s case manager must invoice the fees.

1. Navigate to the desired permit. Click on the “Fees” tab. Remaining Fees and Paid Fees are listed with Invoice numbers next to the fee name.

   Permit Number: BLDC-0725-2018

   - Permit cannot be printed at this time. You do not have access to it.

2. Click “Dashboard” in the top navigation bar. Navigate to Invoices at the bottom of the page. See further instructions for paying an invoice on page 12.
**Viewing Invoices**

CSS users are able to access invoices that are paid, voided or unpaid. Invoices are accessible from the Dashboard and the menu system and can be added to the electronic Shopping Cart.

1. Click the printer icon print or save the invoice as a PDF.
2. Click Primary Fees to view the Fee Name, Fee Total, Amount Due, Reference Entity and Notes for all fees associated with the invoice. Select the column to sort the fees by from the Sort dropdown.
3. Click Misc. Fees to view the Fee Name, Fee Total, Paid Amount, and Amount Due for all miscellaneous fees associated with the invoice. Select the column to sort the fees by from the Sort dropdown.
4. Click Payments to view the Receipt Number, Status, Transaction Type, Payment Type, Payment Amount, and Payment Date for all payments associated with the invoice. Select the column to sort the payments by from the Sort dropdown.
5. Click Attachments to view the File Name and Added Date for all files attached to the invoice. Select the column to sort the attachments by from the Sort dropdown.
6. Click Contacts to view the Company, First Name, Last Name, Title, and Email for all contacts associated with the invoice. Select the column to sort the contacts by from the Sort dropdown.
7. Click Add to Cart to add the invoice to the Shopping Cart.

**VIEW**

The View section in the top navigation bar list links to invoices, permits and inspections.

**HELP**

The Help section of the top navigation bar lists the permit user guides.
CSS integrates with ESRI map functionality for searches, pinned results, applying for cases, GIS layers and more. **NOTE:** Filter options are different for logged in users than for users who are not logged in. Access the map from the top navigation bar.

1. Type an address or part of an address to search for in the Search by Address field in the top, left corner of the map.

2. Click the magnifying glass for the search results to be returned below the search criteria, or click the X icon to clear the search criteria.

3. Locate the appropriate search result if the magnifying glass is clicked. Use the page navigation buttons at the bottom of the pane if necessary.

4. Click one of the listed search results to view the associated Parcel, Parcel Owner, Permits, and Inspections. If only one search result is returned, simply view the information.

5. Click Back to list to return to the list of search results.

6. To drop a pin on a parcel and have search results returned regarding the parcel chosen, click on the icon and then click on the parcel of land. The search results will be listed on the left.

7. Click the arrow icon at the top of the search criteria pane to collapse or expand the pane.

8. Click the arrow icon at the top, right corner of the map to collapse or expand the Filters and Legend pane.

9. Choose the Filters tab to enter information to narrow search results.

10. Select whether to search by Permits, Inspections, or All from the Search dropdown.

11. Select the appropriate option in the Show field. Available selections depend on the selection made from the Search dropdown.

12. Select the appropriate active time span (Last 30 days, Last 60 days, or Last 90 days) from the Active During dropdown.

13. Select the appropriate applied for time span (Last 30 days, Last 60 days, or Last 90 days) from the Applied During dropdown if available.

14. Choose the Legend tab to view the significance of icons that appear on the map.
Users can perform robust searches across several key areas in CSS (e.g., permits, inspections, and addresses) from one centrally accessible location. Users do not have to be logged in to CSS to access the global search tool.

Follow the steps below to search:

1. Select the type of record to search for from the Module dropdown or leave “All.”
2. Type relevant search keywords in the field.
3. Click Search to display a list of results that meet the search criteria.
4. Click Reset to clear the entered search criteria.